

# Contract User Guide for ITS67

## How to Use the ITS67 Statewide Contract: Equipment Maintenance Program

UPDATED: 02/26/2018

<b>Contract #:</b>	ITS67
<b>MMARS MA #:</b>	ITS67*
<b>Initial Contract Term:</b>	10/17/2016 – 01/23/2021
<b>Maximum End Date:</b>	No extensions available
<b>Current Contract Term:</b>	10/17/2016 – 01/23/2021
<b>Contract Manager:</b>	Jeanne Pestana, 617-720-3105, <a href="mailto:jeanne.pestana@state.ma.us">jeanne.pestana@state.ma.us</a>
<b>UNSPSC Codes:</b>	72-40-66-0000 (General Office Equipment Maintenance) 81-11-23-00-000 (Computer Hardware Maintenance)

\*The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS).

### Table of Contents:

(NOTE: To access hyperlinks below, scroll over desired section and CTL + Click)

- [Contract Summary](#)
- [Contract Categories](#)
- [Benefits and Cost Savings](#)
- [Find Bid/Contract Documents](#)
- [Who Can Use This Contract](#)
- [Subcontractors](#)
- [Construction Requirements](#)
- [Pricing, Quotes and Purchase Options](#)
- [Instructions for MMARS Users](#)
- [Environmentally Preferable Products](#)
- [Contract Exclusions and Related Statewide Contracts](#)
- [Emergency Services](#)
- [Shipping/Delivery>Returns](#)
- [Additional Information/FAQ's](#)
- [Performance and Payment Time Frames Which Exceed Contract Duration](#)
- [Strategic Sourcing Team Members](#)
- [VENDOR LIST AND INFORMATION](#)
- [Appendix A:](#)

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: 02/26/2018

Page 1 of 10

# Contract User Guide for ITS67

**TIP: To return to the first page throughout this document, use the CTL + Home command.**

## Contract Summary

This is a Statewide Contract for Equipment Maintenance Program. The equipment maintenance program provides maintenance coverage on various types of agency equipment, ranging from simple office equipment to complex fire alarm systems. Typically this coverage is provided through various maintenance agreements and service contracts often entered into independently by authorized users. The equipment maintenance program provider shall be responsible for oversight, administration and coordination of the equipment maintenance and service.

Examples of the types of equipment covered under this contract include, but are not limited to:

### Office

Collating Machines  
Copiers  
Dictation Equipment Endorsers  
Fax Machines  
Mail Machines  
Microfiche/Microfilmers Plotters  
Rotary Filing Systems  
Material Shredders  
Time Clocks  
Typewriters  
Word Processors

### Financial

After Hour Depository Automated  
Teller Machines Cash Dispensers  
Check Encoders  
Check Imprinters  
Currency Counters  
Coin Counters  
Financial Calculators  
Reader Sorters  
Safe Deposit Boxes  
Teller Networks  
Visual Auto Tellers

### Mail

Bag Tagging Equipment  
Bar-coding Equipment Binding  
Machines  
Bursting / Cutters  
Collators / Decollators Conveyors  
Sorters  
Folders / Inserters  
Ink Jet Addressing  
Ink Jet Drying  
Inserter System  
Labeling System

### Security

Alarm Systems  
Card Access Systems  
Video Surveillance Equipment  
Vaults & Safes  
Mechanisms  
Keypads

### Information Technology

Back-up Systems  
Controller Cards  
Interactive White Boards (Smart Board)  
Laptops  
Network Infrastructure  
Network Security Hardware  
Network Storage  
Personal Computers  
Printers  
Scanners  
Servers  
Surge Protectors  
Telephone Systems  
UPS Devices  
Webcams

### Communications

Audio Visual Systems  
Paging Systems  
Intercoms  
Pager Devices  
Radios  
Voice Mail Systems

*UPDATES:*

## Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization by leveraging the Commonwealth's buying power, solicitation process, contracting expertise, vendor management and oversight, and the availability of environmentally preferable products.

The equipment maintenance service program pricing offers the following discounts from current equipment vendor's maintenance contract costs:

- 27% for all Office, Financial, Mail, Security, Communications, or existing Information Technology Equipment
- 30% for all new Information Technology Equipment added to the Contract.

## Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, price sheets and other attachments, visit [COMMBUYS.com](http://COMMBUYS.com) and search for ITS67 to find related Master Blanket Purchase Order (MBPO) information.
- To link directly to the MBPO for ITS67 visit [PO-17-1080-OSD03-SRC01-9158](http://PO-17-1080-OSD03-SRC01-9158).
- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, and other attachments, visit [COMMBUYS.com](http://COMMBUYS.com) and search for ITS67 to find related Master Blanket Purchase Order (MBPO's) information. All common contract documents are located in the "Conversion Vendor" Master Blanket Purchase Order (MBPO) for ITS67 and can be accessed directly by visiting [PO-17-1080-OSD03-SRC01-9158](http://PO-17-1080-OSD03-SRC01-9158).
- To find vendor-specific documents, including price sheets, see links to individual vendor MBPOs on the [Vendor Information](#) page.
- OSD is participating in the Equipment Maintenance Contract and information on this contract may be found [PO-17-1080-OSD03-SRC01-9158](http://PO-17-1080-OSD03-SRC01-9158)

## Who Can Use This Contract

### Applicable Procurement Law

Executive Branch Goods and Services: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00;

### Eligible Entities

- a. Cities, towns, districts, counties and other political subdivisions;
- b. Executive, Legislative and Judicial Branches, including all Departments and elected offices therein;
- c. Independent public authorities, commissions and quasi-public agencies;
- d. Local public libraries, public school districts and charter schools;

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: 02/26/2018

Page 3 of 10



- e. Public hospitals owned by the Commonwealth;
- f. Public institutions of higher education;
- g. Public purchasing cooperatives;
- h. Laboratory equipment;
- i. Non-profit, UFR-certified organizations that are doing business with the Commonwealth;
- j. Other entities when designated in writing by the State Purchasing Agent.

## Pricing, Quote and Purchase Options

### Purchase Options

The purchase options identified below are the only acceptable options that may be used on this contract:

Purchases made through this contract will be fee for service

### Pricing Options

- **Ceiling/Not-to-Exceed:** Contract discounts and other pricing published under the contract represents “ceiling” or “not-to-exceed” pricing, and may be further negotiated.

The equipment maintenance service program pricing offers the following discounts from current equipment vendor’s maintenance contract costs:

- 27% for all Office, Financial, Mail, Security, Communications, or existing Information Technology Equipment
- 30% for all new Information Technology Equipment added to the Contract.

Product pricing may be found by the [vendor information](#) page, where links to all the vendors MBPO’s should be provided.

### Setting Up a COMMBUYS Account

COMMBUYS is the Commonwealth’s electronic Market Center supporting online commerce between government purchasers and businesses. If you do not have one already, contact the COMMBUYS Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or [COMMBUYS@state.ma.us](mailto:COMMBUYS@state.ma.us).

When contacting the vendor on statewide contract, always reference ITS67 to receive contract pricing.



### Quick Search in COMMBUYS

Log into COMMBUYS, and use the Search box on the COMMBUYS header bar to locate items described on the MBPO or within the vendor catalog line items. Select Contract/Blanket or Catalog from the drop-down menu.

### How To Purchase From The Contract

- **Solicit quotes and select and purchase quoted item in COMMBUYS**

This COMMBUYS functionality provides a mechanism to easily obtain quotes, as specified by the Contract. The buyer would create a Release Requisition, and then convert it to a Bid. After approval by the buyer approving officer, the bid is then sent to the vendor to request a quote. For a description of how to complete this purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage, and select:

- The *COMMBUYS Purchase Orders* section, and choose the *How to Create a Solicitation Enabled Bid Using a Release Requisition* job aid or one of the quick reference guides.

### How to use this contract in COMMBUYS

The vendor has been assigned a unique Master Blanket Purchase Order (MBPO) in Commbuys. The documents related to this contract are located in the attachments tab of the vendor MBPO: PO-17-1080-OSD03-SRC01-9158

The MBPO has been created with two zero-dollar line items, for which you must enter the total price from the vendor quotation. In addition, you must attach the vendor quote detailing the items and pricing, along with a copy of the purchase order.

### Instructions for MMARS Users

MMARS users must reference the MA number ITS67\* in the proper field in MMARS when placing orders with any contractor. Contact the Comptroller Help and Support Desk at 617-973-2468 or via email at [Comptroller.Info@state.ma.us](mailto:Comptroller.Info@state.ma.us) for additional support.

### How to place an order:

Once the maintenance and pricing schedule is determined, the ordering process in COMMBUYS is as follows:

1. Initiate a new requisition
2. Search for the equipment maintenance
  - Line item 1 for General Equipment Maintenance with 27% discount
  - Line item 2 for Information Technology Equipment Maintenance with 30% discount



3. Enter "ITS67" in the Contract Description field
4. Select the vendor to place the order with
5. Select the appropriate catalog line
6. Select the zero-dollar line, enter the dollar amount to the quoted dollar amount
7. Edit the item description to include the quote number, maintenance detail and purchase order number.
8. Attach the vendor quote with the detailed maintenance and a copy of the purchase order
9. Submit for approval

#### P.O. FOR ONGOING SERVICES

If the price is estimated for ongoing services, then you may enter a PO for the full amount of the estimate, as per the instructions above, and place partial receipts as you receive billing from the vendor. In such purchase orders insert the following language in the special instructions box of the PO: "This Purchase Order represents the total estimated expenditure for this engagement (insert brief description), against which (identify department) will execute partial receipts in COMMBUYS upon receipt and approval of invoices, in order to record the work accomplished according to the agreed upon engagement terms. All estimated expenditures are subject to reconciliation based on invoices rendered for agreed-upon delivery of goods and/or services."

Further direction is available in the "How to Complete a Partial Receipt in COMMBUYS" Job Aid.

#### Obtaining Quotes

Contract users should always reference ITS67 when contacting the vendor to ensure they are receiving contract pricing. Quotes, not including construction services, should be awarded based on best value. The contractor will set up an initial meeting to discuss the program details and explain how the program works, review the list of equipment, and discuss next steps for contract collection. Following are the steps to Try Remi:

1. Provide Remi with copies of your current vendor equipment maintenance contracts, including pricing, and the terms and conditions. If you do not have current vendor contracts, you can send a list of the equipment you would like quoted, listing the manufacturer, model number, serial number, and location. This allows Remi to match your existing coverage levels and provide you with an accurate quote.
2. Remi will analyze your current contracts, determine eligibility and create a proposal/quote for your review.
3. Remi will present the proposal specifying the cost savings and coverage level details.
4. Review the proposal and decide whether to move forward with an EMP service agreement with Remi.



Note: Buyers must be mindful of maintenance agreements under an existing Statewide Contract. In many cases, the RFR of an existing contract includes additional requirements regarding response times, down time, etc that impact maintenance agreements. The Statewide Contract requirements should be referenced by the buyer when providing the existing maintenance agreements to the vendor in step 1.

Once a proposal is accepted, The Remi Group will create a final Equipment Schedule reflecting this agreement. The Remi Group will consult with each Authorized User to educate all parties involved in how to place a service call. Each Authorized User will then select their preferred method of requesting service (i.e. dispatch model or call vendor direct model). The Remi Group will provide additional training on the selected service method as requested. Each Authorized User will be assigned a unique EMP service agreement number. A pre-established vendor letter will be sent to each service vendor, advising them of their contract non-renewal. As necessary, meetings are held with key vendors explaining the program. Training sessions on the use of Remi Online will be provided to designated personnel to prepare them for routine program operations, reporting and overall program management. Training will be provided via web-casts.

When equipment failure occurs the Authorized User then calls either their vendor of choice or the Remi Group's vendor dispatch center. The equipment maintenance vendor completes the repair action and provides a service report to the Authorized User and the Authorized User then forwards a copy of the service report to the Remi Group. The equipment maintenance vendor submits an invoice directly to the Remi Group who is responsible for remitting payment directly to the equipment maintenance vendor.

When making the initial contact with Remi for new accounts, it is imperative that the authorized user advises Remi that the account is set up under all of the terms and conditions of this contract and a request be made that Remi provide their contract number on all invoices.

All orders should contain the following (1) Mandatory Language "PO is subject to Massachusetts Contract ITS67 and State of New York Contract # PS65207 (2) Your Name, Address, Contact, & Phone-Number (3) Purchase order amount. Purchase Orders and payments may be made only to the Contractor identified above and on COMMBUYS.

All Purchase orders shall include the Participating State contract number: ITS67 and the New York State price agreement number PS65207.

For a full description of how to complete a quote in COMMBUYS visit the [Job Aids for Buyers](#) webpage, and select:

- The *COMMBUYS Purchase Orders* section, and choose the *How to Create a Solicitation Enabled Bid Using a Release Requisition* job aid.



## Additional Information/FAQs

The EMP is designed to replace Original Equipment Manufacturer and Third Party equipment maintenance service agreements. The EMP administrators will work with Authorized Users to eliminate unnecessary maintenance expenditures in order to gain the greatest possible return for each dollar invested in equipment maintenance. The program is designed to help improve equipment performance and minimize equipment downtime by changing the economics behind the maintenance relationship between the Authorized User and their chosen maintenance service providers. The EMP is designed to provide financial incentives to maintain equipment effectively as well as oversight to ensure equipment is maintained efficiently.

There are two approaches that Authorized Users may utilize to access vendor services for failed equipment or for maintenance.

**Option 1: Direct:** If the contract user desires to maintain a direct relationship with their preferred service vendor, they may call them directly when equipment is in need of maintenance/repair and coordinate the service. The procedure would be as follows:

- Equipment failure occurs.
- Authorized User calls the selected service vendor.
- Equipment is repaired.
- Authorized User makes a copy of work order and invoice and sends it to Remi via mail, email or fax.
- Remi processes invoice and pays vendor within 30 days

**Option 2: Service Management System:** The Remi Group's Service Management System allows end users to outsource tasks of contacting, scheduling, tracking and following up with their preferred vendors for service calls. This option is provided at no additional charge.

This system provides a central hub for all equipment service calls. Authorized Users are given a toll-free number to request service on all covered equipment. If preferred, they also have the option to request service via Remi Online. Remi's dispatchers then contact the Authorized User's preferred vendor, requesting service. It is then the responsibility of Remi to manage each stage of the service event and ensure that the level of service received meets or exceeds the State's expectations. Real-time, online tracking allows end users an around the clock ability to view their service call status, maintenance history reports, preventative maintenance schedules, covered equipment schedules etc. The procedure for utilizing the Service Management System would be as follows:

- Equipment repair or maintenance required.
- Authorized User calls toll free number or requests service online.





- Remi's Dispatcher contacts the selected service vendor.
- Remi issues Purchase Order directly to vendor.
- Vendor performs service.
- Remi handles all call administration and pays vendor directly within 30 days.
- Service information is available real-time on Remi Online.

#### **Performance and Payment Time Frames Which Exceed Contract Duration**

All term leases, rentals, maintenance or other agreements for services entered into during the duration of this Contract and whose performance and payment time frames extend beyond the duration of this Contract shall remain in effect for performance and payment purposes (limited to the time frame and services established per each written agreement). No written agreement shall extend more than 1 year beyond the current contract term of this Statewide Contract as stated on the [first page](#) of this contract user guide. No new leases, rentals, maintenance or other agreements for services may be executed after the Contract has expired.

#### **Memorandum of Understanding/Statement of Work**

In addition, make sure to include language instructing buyers to make clear that all associated documents reference the statewide contract by its number.

#### **Strategic Sourcing Team Members**

- Jeanne Pestana, Operational Services Division
- Tim Kennedy, Operational Services Division

# Contract User Guide for ITS67

## Vendor List and Information\*

Vendor	Master Blanket Purchase Order #	MMARS Vendor Code and Vendor Line	Contact Person	Phone #	Email	MBE MWBE WBE Veteran	List any other important items
General Equipment Maintenance	<a href="#">PO-17-1080-OSD03-SRC01-9158</a>	VC0000854294,1	Greg Schuster	P: (704) 602-0831 M: (704) 654-9854	<a href="mailto:Greg.schuster@theremigroup.com">Greg.schuster@theremigroup.com</a>	10%	
Information Technology Equipment Maintenance	<a href="#">PO-17-1080-OSD03-SRC01-9158</a>	VC0000854294,1	Chris Klein	P: (704) 602-0858 M: (704) 877-2756	<a href="mailto:cklein@theremigroup.com">cklein@theremigroup.com</a>	10%	

\* Note that COMMBUYS is the official system of record for vendor contact information.

\*\* [PO-17-1080-OSD03-SRC01-9158](#) The Master MBPO is the central repository for all common contract files. [Price files may be found in the individual vendor's MBPO]